WHAT IS CLAIMED IS:

1. A computer-implemented method for tracking a vehicle during a vehicle-related collision repair multi-step process, comprising the steps of:

receiving a vehicle identifier for uniquely identifying a vehicle;

receiving a delay reason for why the vehicle was delayed during at least one step of the multi-step collision repair process;

storing an association among the delay reason, the step at which vehicle delay occurred, and the vehicle identifier; and

using the stored association to identify at least one delay reason for the vehicle.

2. The method of claim 1 further comprising the steps of:

receiving amount of delay time associated with the delay reason; and

storing an association between the delay reason and the received amount of delay time; and

using the stored time delay amount association to identify for the vehicle at least one delay reason and the amount of time delay associated with the delay reason.

3. The method of claim 2 further comprising the steps of:

using codes to identify the delay reason and the amount of delay time associated with the delay reason;

using the codes in storing the association between the delay reason and the received amount of delay time; and

using the stored time delay amount association to identify for the vehicle at least one delay reason and the amount of time delay associated with the delay reason.

4. The method of claim 3 wherein the delay reason is selected from the group consisting of parts delayed reason, parts incorrect delay reason, parts damaged delay reason, parts fit delay reason, insurance approval delay reason, insurance supplemental approval delay reason, customer delay reason, frame department delay reason, metal department delay reason, paint department delay reason, employee out delay reason, sublet delay reason, and combinations thereof; said codes including a source category identifier.

5. The method of claim 2 further comprising the steps of:

receiving multiple delay reasons for why the vehicle was delayed during at least one step of the multi-step process;

storing an association among the delay reasons, the respective steps at which vehicle delays occurred, and the vehicle identifier; and

using the stored association to identify delay reasons for the vehicle.

6. The method of claim 3 further comprising the steps of:

storing amount of delay time the vehicle expends during a step of the multi-step process; and

conducting vehicle processing time delay analysis using the stored amount of delay time the vehicle expends during a step of the multi-step process.

7. The method of claim 3 further comprising the step of:

receiving a delay reason upon the vehicle being at a step not worked upon for a preselected daily target amount of time.

8. The method of claim 2 further comprising the steps of:

storing vehicle processing time target data and actual vehicle processing time data; and

conducting vehicle processing time delay analysis using the stored amount of delay time the vehicle expends during a step of the multi-step process.

9. The method of claim 1 wherein the multi-step process includes steps related to a vehicle collision repair process.

10. The method of claim 9 wherein the multi-step process includes at least one step selected from the group consisting of disassembly step, frame step, metal step, preparation step, paint step, reassembly step, testing step, detailing step, and combinations thereof.

11. The method of claim 1 wherein the vehicle identifier includes vehicle brand data, vehicle year data, and customer identifying data.

12. The method of claim 1 further comprising the steps of:

storing in a database the association among the delay reason, the step at which vehicle delay occurred, and the vehicle identifier.

13. The method of claim 1 further comprising the steps of:

storing in a relational database the association among the delay reason, the step at which vehicle delay occurred, and the vehicle identifier.

14. The method of claim 1 further comprising the steps of:

receiving the vehicle identifier over a network;

receiving the delay reason over the network;

retrieving the stored association from a database; and

sending over the network the stored association in order to use the stored association to identify at least one delay reason for the vehicle.

15. The method of claim 14 wherein the network is a global communications network connected by common protocols.

16. The method of claim 15 wherein the network is Internet.

17. A computer-implemented method for analyzing a vehicle-related business, comprising the steps of:

storing a business performance data structure stored in memory of at least one computer in order to summarize business performance data related to the business;

storing a business priorities performance data structure stored in the memory in order to summarize business priorities performance related to the business;

storing a business projections data structure stored in the memory in order to summarize business projections data related to the business;

storing a production workforce shift profile data structure in the memory in order to summarize product workforce shifts related to the business; and

generating a business summary report using the business performance data structure, the business priorities performance data structure, the business projections data structure, and the production workforce shift profile data structure.

18. The method of claim 17 wherein the business priorities performance data structure stores business performance-related categories, said method further comprising the step of:

indicating within the business summary report whether an improvement opportunity is present for at least one category within the business priorities performance data structure.

19. The method of claim 17 wherein the business priorities data structure stores business priorities-related categories, said method further comprising the step of:

displaying within the business summary report for at least one of the categories included within the business priorities data structure a strength indicator.

20. The method of claim 17 wherein the business projections data structure stores business projections-related categories, said method further comprising the step of:

generating within the business summary report for at least one of the categories sales, profit and profit improvement metrics.

21. The method of claim 17 wherein the business performance data structure stores categories selected from the group consisting of total sales, total gross profit percent, production productivity, production staffing density, monthly sales per administrative employee, monthly sales per estimator, paint cost per paint hour billed, monthly gallons waste per paint technician, overall customer satisfaction index, gross profit amount per technician clock hour, and combinations thereof.

22. The method of claim 21 further comprising the step of:

indicating within the business summary report whether an improvement opportunity is present for at least one of the categories within the business performance data structure.

23. The method of claim 22 wherein the business priorities data structure stores categories selected from the group consisting of financial measures, financial performance, sales and marketing, customer satisfaction index, insurance relations including cycle time, administration general, administration parts, production general, production refinish, facility, personnel including pay plans and incentives, and combinations thereof.

24. The method of claim 23 further comprising the step of:

generating within the business summary report for at least one of the categories included within the business priorities data structure a strength indicator.

25. The method of claim 24 wherein the business projections data structure stores categories selected from the group consisting of production proficiency improvement, additional technicians, parts to labor ratio improvement, labor gross

profits improvement, parts gross profit improvement, materials gross profit improvement, cumulative impact of all improvements, and combinations thereof.

26. The method of claim 25 wherein the business projections data structure include categories, said method further comprising the step of:

generating within the business summary report for at least one of the categories sales, profit and profit improvement metrics.

27. The method of claim 26 wherein the business includes a facility to perform at least one step of the multi-step process, said method further comprising the step of:

storing a production workforce shift profile in the memory in order to summarize product workforce shifts related to perform better utilization of the facility for the business.

28. The method of claim 17 wherein the business priorities data structure stores business priorities-related categories, said method further comprising the steps of:

generating a strength indicator on a computer screen within the business summary report for at least one of the categories; and

providing a link on the computer screen to enable viewing of detailed information, forms, and data related to the strength indicator.

29. The method of claim 28 wherein the detailed information includes management best practices for producing the strength indicator.

30. The method of claim 28 further comprising the step of:

providing links to forms, policies, procedures, pay plans in order to generate a customized operational manual for the business.

31. The method of claim 28 further comprising the step of:

providing a web page to enable ordering of items via Internet based upon the business summary report.

32. The method of claim 17 further comprising the steps of:

sending the business performance data structure, the business priorities performance data structure and the business projections data structure over a network to the memory of the computer.

33. The method of claim 32 wherein the network is a global communications network connected by common protocols.

34. The method of claim 33 wherein the network is Internet.